Questions & Answers – Transition of online VOCA sub-award and performance reporting

QUESTION	ANSWER
General questions	
1) When must organizations begin collecting performance data in the new data tracking spreadsheet?	Organizations will be required to begin collecting performance data using the data tracking spreadsheet on July 1, 2017. For the remainder of FY17, organizations may either continue reporting performance data as is required on current forms, or they may begin to collect and report their data to MOVA using the new data tracking spreadsheet (*one per organization*).
2) Can organizations submit data to MOVA using the current form for one of its programs and the new data tracking spreadsheet for another of its programs over the remainder of FY17?	MOVA asks organizations to select one template (either the current form or the new data tracking spreadsheet) on which to submit their performance data over January-June 2017.
3) Can organizations submit its performance report in a format other than the current form or the new data tracking spreadsheet (i.e., EmpowerDB) to MOVA over the remainder of FY17?	If an organization is interested in submitting to MOVA its performance report in another format (i.e., EmpowerDB) over the remainder of FY16, please contact Sarah Morrissey, Senior Grants Support Manager (sarah.morrissey@state.ma.us).
4) When will organizations begin reporting data directly in the online performance measurement tool (PMT)?	The first report of data collected over July-September must be entered by the organization in the online PMT by October 30, 2017. Organizations will be required to continue reporting data in the PMT each quarter.
5) When will organizations be able to access the online PMT?	To ensure adequate time to explore the PMT system and its requirements, organizations will be provided with access to the PMT in advance of the FY18 start.
6) Will organizations be required to submit performance reports to MOVA in FY18?	Beginning July 1, 2017, VOCA-funded organizations will no longer be required to submit performance reports to MOVA. All performance data will be reported in the PMT.
7) Are organizations required to answer every question on the Sub-grantee Data Report?	Yes, organizations will be required to enter data on all performance measures based on VOCA and match-funded activities only.
8) Should organizations modify their internal performance measurement and reporting systems/processes as a result of this transition?	MOVA suggests that organizations take time over January-June 2017 to review and modify their reporting systems/processes, and to plan for any related administrative costs, if necessary.
9) When will MOVA hold a training session on the new requirements for online performance measurement reporting?	MOVA will hold a training session before July 1, 2017. Organizations will be advised of the date/time of the training session as early as possible.

QUESTION	ANSWER
Section I: Population Demographics	
10) Should the "total number of individuals who received services during the reporting period" in Question #1 include primary and secondary victims?	This number should include all individuals who receive services funded by VOCA plus match funds, regardless of how your organization or state classifies them.
11) Why are organizations asked if they can track individuals on an annual basis by Federal Fiscal Year?	This relates to OVC's goal of obtaining an unduplicated count of individuals served. Although Question #1 relates to duplication within the reporting period, Question #2 attempts to identify whether there will be duplication in the numbers an organization reports across the entire Federal Fiscal Year. To capture a truly unduplicated count of individuals, a process is needed to track them throughout the year. Although an organization may be able to identify new compared with continuing/returning clients within a given quarter, it may not be able to maintain those records all year (due to confidentiality laws, capacity issues, etc.) in which case the organization would not know in Quarter 4 whether an individual was new or returning since Quarter 1 of that year.
12) If my organization provides various types of services and is able to report an unduplicated count of individuals served for some services but not others, should I check the box in Question #1?	Yes. If the total count of individuals the organization served includes any individuals who may have been counted more than once during the reporting period, please check that box.
13) Should all clients be reported as "new" the first time that organizations are to enter their performance data in the PMT (by October 30, 2017 for July-September quarter)?	When organizations enter data in the PMT for the first time (by October 30, 2017), they should count individual clients should as "continuing" over July-September (unless they are actually new). However, ALL clients (even continuing clients) should be counted as "new" over October-December, to establish a baseline for the Federal Fiscal Year.
14) For Questions #4, does "new individuals served…for the first time during the reporting period" mean served for the first time ever, the first time that year, or the first time during that reporting period?	This depends on the organization's tracking capabilities. If possible, this number should be an unduplicated count of clients who were served by the organization during the reporting period for that Federal Fiscal Year. (Because all clients are counted as "new" at the beginning of each Federal Fiscal Year, this may not truly represent the first time the person "ever" received services. If the organization can only track clients from one reporting period to the next and not from the beginning to the end of the Federal Fiscal Year, the organization should report the number of "new" people who did not receive services during the previous reporting period.

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15) How can organizations track additional gender identities (i.e., transgender) in the data tracking and report templates?	The new data tracking spreadsheet and the Sub-Grantee Data Report provide only "Male," "Female," and "Other" as gender identity options. If a client self-reports as identifying as another gender (i.e., transgender), organizations are currently requested to count this client as "Other" and to provide an explanation. MOVA understands some organizations' disagreement with this requirement and will advise OVC of the limitations this causes for organizations and their clients.
16) How should organizations report those individuals who self-identify as combined race and ethnicity (i.e., Hispanic and African-American/Black)?	Individuals who self-identify with a combined race and ethnicity should be reported in "Multiple Races."
17) Should organizations count multiple victimization categories if a client discloses an incident including elements of several categories?	Organizations may count an individual client in more than one victimization type for a single incident that includes elements of several victimization types. For example, if a client discloses having experienced a single incident involving elements of "Adult sexual assault" AND "Robbery," the organization would count the individual in each of these categories.
18) Does the definition for "Domestic and/or Family Violence" in Appendix B refer only to adult relationships?	Yes, the category of "Domestic and/or Family Violence" pertains primarily to violence against adult family members. Any sexual offense against a child should be counted within the category of "Child Sexual Abuse and Assault," and any non-sexual, non-accidental physical injury to a child should be counted within the "Child Physical Abuse and Neglect" category.
19) When reporting stalking of a teenaged client, should the client be counted under "Teen dating victimization," which includes stalking, or under both "Teen dating victimization" and "Stalking/Harassment"?	The client should be counted under "Teen dating victimization" only, because the definition includes stalking (see definitions of victimization types in Appendix B of the Sub-Grantee Data Report).
20) How should a client who is a high school student that is sexually assaulted by another student be counted?	Teen victimizations not associated with dating qualify as child victimizations, as the definition of "child" includes all minors.
21) The Department of Housing and Urban Development (HUD) definition of "homelessness" includes survivors of domestic violence who are fleeing abuse. Should organizations count victims of domestic violence receiving emergency shelter services with us in the "homeless" category, regardless of whether they have a home (because it is not safe to reside there)?	Organizations are asked to define "homeless" as your program defines it.

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QUESTION	ANSWER
Section II: Direct Services	
22) Should organizations report on **ALL or NEW** clients in this section?	Organizations should report on **ALL** clients served (including both new and continuing clients).
23) For Question #7, what does "assistance with compensation" mean?	This question is asking for the number of clients the organization assisted with completing a compensation application, which may include: identifying and notifying crime victims of the availability of compensation, assisting them with the application forms and procedures, obtaining necessary documentation, and/or checking on claim status. If the organization assists a victim in completing an application, but the application is not submitted, the organization should still count this activity as assistance with compensation.
24) For Question #9, service categories B through E, should organizations report services that only they provided directly to victims, or can they report services they helped coordinate that were then provided by a different organization?	Although most of the services listed in categories B through E are meant to represent services directly provided by an agency, there are a few subcategories in which an agency may report services that it coordinated but did not provide directly: B8 (Child or dependent care assistance), B9 (Transportation assistance), and D3 (Relocation assistance). An agency may report that it provided these services if it directly arranged for them to be provided by another agency. Examples include: scheduling childcare for a victim (B8), calling a taxi (B9), and arranging a bed for a victim in a shelter (D3).
25) Should organizations report on the number of clients served or the number of times a service was provided to clients?	Organizations should report the number of times a service was provided during the reporting period. Because some clients may receive multiple services on multiple occasions, the total number of times that services were provided within a category may be greater than the number of clients who received those services. For example, if a client attends a support group on eight separate occasions over the reporting period, the organization would report eight occurrences of "Support groups (facilitated or peer)."
26) For Category D, Shelter/Housing Services, should organizations report the number of individuals who received each type of shelter/housing or the number of bed nights?	Organizations may report bed nights as the number of times each service was provided.

QUESTION	ANSWER
27) Why is "Law enforcement interview advocacy/accompaniment" listed in two categories? Should organizations report data in both?	"Law enforcement interview advocacy/accompaniment" is listed in two categories to allow organizations that provide only "Personal Advocacy/Accompaniment," but not "Criminal/Civil Justice System Assistance" (or vice versa) the opportunity to report on that specific service. An organization should report on its service in only one category. If an organization provides both categories of service, it should report on the service in the category that best applies.
28) When bilingual VOCA-funded staff provide interpretation while delivering other services to a client, should "Interpreter services" be counted as an occurrence of service?	Organizations should count occurrences of "Interpreter services" if VOCA-funded staff provided language interpretation in conjunction with an occurrence of other direct services.
29) Under what sub-category should organizations count family or group counselling services?	Organizations should report data on individual clients. It is suggested that organizations report family or group counselling services under "Individual Counselling".
30) If an organization provided non-medical child forensic exams, how should this service be reported?	Because forensic exams deal with evidence that may be utilized in a legal case, you can report these services under the criminal/civil category items E8, E9, or E10.
Section III: Sub-Grantee Annually Reported Outcomes	
31) How often will organizations have to answer the narrative questions?	Organizations will be required to answer the narrative questions annually, when organizations submit data for the July-September reporting period.
32) What information is being sought with regards to "organizational capacity issues"?	Question #10 is asking for organizations to report the number of times a request for services was unmet because the organization was experiencing issues or challenges that contributed to a lack of internal support and resources to meet a service request. The intent in inquiring about organizational capacity is to understand the challenges that organizations are confronted with.

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QUESTION	ANSWER
33) If an organization surveys its clients anonymously, how should it track distributed and completed surveys?	The current data tracking spreadsheet instructs organizations to enter a value of 1 for each survey distributed and complete for each client, then auto-calculates these totals. If an organization surveys its clients anonymously and as such, surveys distributed and completed cannot be attributed to any one client, the organization should simply enter the total number of surveys distributed and complete in cells at rows 16-22 in columns DM-DN.